

THE INFLUENCE OF PATIENT EXPERIENCE BASED ON PATIENT-REPORTED EXPERIENCE MEASURES (PREMS) ON PATIENT VISITS MEDIATED BY PATIENT SATISFACTION IN THE EMERGENCY DEPARTMENT OF RSHPD

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Abstract

The stagnation of patient visits in the Emergency Department of RSHPD may be influenced by patient experience and satisfaction with healthcare services. This study aims to analyze the influence of patient experience based on Patient-Reported Experience Measures (PREMs) on patient visits mediated by patient satisfaction. A quantitative survey design is used involving 341 respondents who visit the emergency department from January to March 2026. Data are collected using an electronic questionnaire integrated with the Hospital Management Information System (SIMRS) and analyzed using the Structural Equation Modeling–Partial Least Squares (SEM-PLS) approach. The results show that patient experience based on PREMs significantly influences patient visits and patient satisfaction. Patient satisfaction also has a significant positive effect on patient visits. Furthermore, patient satisfaction mediates the relationship between patient experience based on PREMs and patient visits. This study indicates that positive patient experience and higher patient satisfaction may increase patient visits to emergency department services. Therefore, hospitals should continuously improve service quality and patient-centered care to enhance patient experience and patient satisfaction.

Keywords: Patient experience, PREMs, patient satisfaction, patient visits, emergency department

Introduction

The increasing competition in the healthcare industry requires hospitals to focus not only on clinical outcomes but also on patient experience during healthcare delivery. In emergency departments (ED), patient experience becomes particularly important because patients require rapid treatment, effective communication, empathy, and clear information in stressful situations. In Indonesia, demand for emergency services in private hospitals has increased by approximately 15–20% annually, driven by urbanization and post-pandemic health awareness [12]. Modern healthcare systems increasingly emphasize patient-centered care, where healthcare quality is evaluated not only by clinical outcomes but also by patient's experiences during treatment. One widely used approach to measure patient experience is Patient-Reported Experience Measures (PREMs), which assess patient's perceptions regarding communication, responsiveness, response time, empathy, and involvement in decision-making processes [15,21,35]. PREMs have been increasingly adopted internationally as part of healthcare quality evaluation and continuous quality improvement strategies. In addition, higher PREMs scores have been associated with better hospital performance indicators, including lower readmission and infection rates [7].

Despite the growing implementation of PREMs globally, evidence regarding PREMs in Indonesian private hospital emergency departments remains limited. RSHPD, a newly established private hospital in Tangerang Regency, Indonesia, began implementing PREMs assessments in 2026 as part of its service quality evaluation. Based on a feasibility study (FS), the hospital set a daily target of 20 patients per day in the emergency department. This target represents the threshold for reaching the break-even point within 2.71 years, as projected in the planning document. However, emergency department visit achievement remained below the hospital target. In 2025, the average ED visits increased from 8.29 patients per day in January to 14.71 patients per day in December, although still below the hospital target patients per day. In the first quarter of 2026, the average visits showed a declining

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trend, from 14.32 patients per day in January to 13.61 patients per day in March. These findings indicate that patient visits remained stagnant and had not achieved the expected growth target.

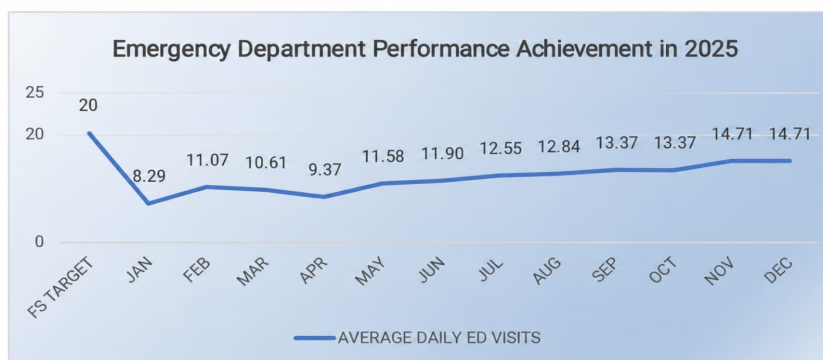


Figure 1. Emergency Department Performance Achievement in 2025
Source: Medical Records Report of RSHPD

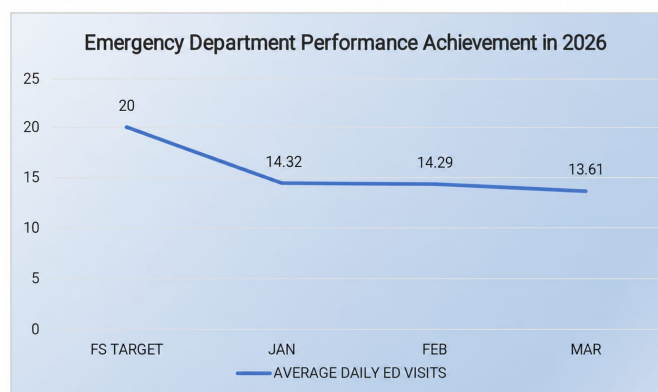


Figure 2. Emergency Department Performance Achievement in 2026
Source: Medical Records Report of RSHPD

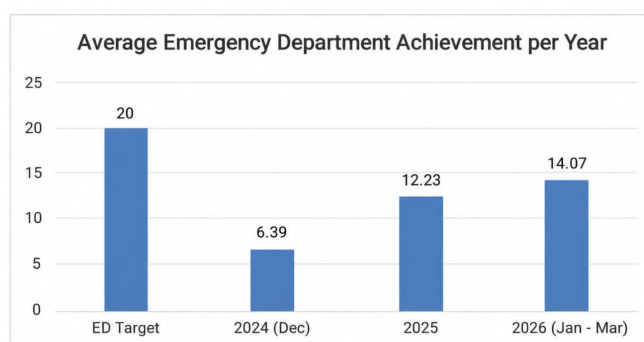


Figure 3. Average Emergency Department Achievement per Year
Source: Medical Records Report of RSHPD

Furthermore, based on a recapitulation of patient complaint data at RSHPD from 2025 to the first quarter of 2026, the number of complaints was generally low and showed a fluctuating pattern. Of all recorded complaints, 67% were non-medical, while 33% were medical. Most patient complaints were related to non-medical aspects, including communication, facilities, service flow, cleanliness, and responsiveness. This condition suggests that patient experience may play an important role in influencing patient satisfaction and revisit intention. According to The Beryl Institute (2024), patient experience is defined as the entire interaction experienced by patients that is influenced by organizational culture, which then shapes patient perceptions throughout the healthcare journey they receive. Patient experience based on PREMs emphasizes the importance of understanding patient needs, preferences, and values in every clinical decision-making or patient-centered care. In its implementation, patient-

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centered care encompasses effective communication between healthcare professionals and patients, providing clear and transparent information, patient involvement in decision-making, and demonstrating empathy and respect for patients. This is a benchmark in the Hospital Accreditation Committee (KARS) standards in Indonesia [6]. Patient visits to healthcare facilities are an important indicator in assessing the success of services provided by healthcare facilities. Patient visits can be defined as the frequency or tendency of patients to return to the same facility for healthcare services. In practice, patient visits are often used as an indicator of loyalty, which can be measured through revisit intention and the tendency to recommend services to others. One widely used method for measuring patient loyalty is the Net Promoter Score (NPS), which assesses the extent to which patients are willing to recommend healthcare services to others [8,14].

Patient satisfaction refers to a patient's subjective response to the service they receive, influenced by a comparison between their expectations before receiving the service and their actual experience during the service process [5,40]. Satisfaction is a person's feeling of pleasure or disappointment that arises after comparing perceived performance with their expectations. In the context of healthcare, if the service performance meets or exceeds expectations, the patient will be satisfied [13,14]. Based on the introduction and theoretical review above, the conceptual framework can be illustrated in Figure 4 below, with the following hypotheses formulated: H1 = Patient experience based on PREMs significantly influences patient visits; H2 = Patient experience based on PREMs significantly influences patient satisfaction; H3 = Patient satisfaction significantly influences patient visits; H4 = Patient experience based on PREMs significantly influences patient visits mediated by patient satisfaction.

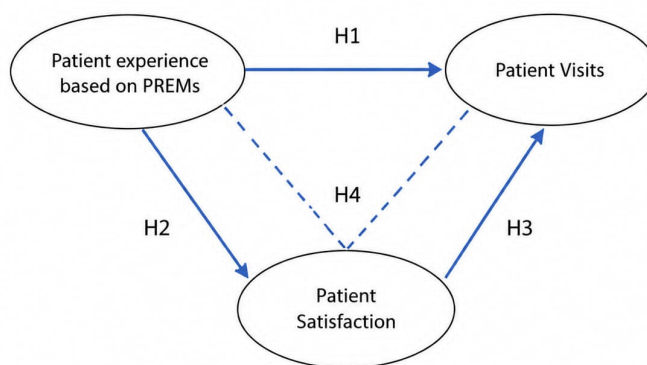


Figure 3. Conceptual Framework

Method

This research examines the influence of patient experience based on PREMs on patient visits mediated by patient satisfaction in the Emergency Installation of RSHPD. The study involved 341 respondents who visited the emergency department from January to March 2026. Data collection was conducted using an electronic questionnaire developed based on the operational definitions of the study variables and integrated with the Hospital Management Information System (SIMRS) of RSHPD. Data were analyzed using descriptive statistical analysis and the Structural Equation Modeling–Partial Least Squares (SEM-PLS) approach to evaluate the relationships among variables. The measurement model was assessed through validity and reliability testing, including convergent validity and discriminant validity, while the structural model was evaluated using inner model analysis. Hypothesis testing was conducted using P-values, with statistical significance determined at P-value < 0.05. This study is expected to provide a better understanding of the influence of patient experience based on PREMs on patient visits through patient satisfaction in emergency department services.

Result and Discussion

3.1 Respondent Characteristics

This study consisted of 341 respondents who visited the Emergency Department of RSHPD. The majority of respondents were female (57.48%), while male respondents accounted for 42.52%. Most respondents were aged under 31 years (56.30%), followed by those aged 31–40 years (26.39%). Based on the payment method, the majority of respondents used general payment methods (69.50%), followed by insurance users (22.87%) and BPJS Employment participants (7.63%).

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Table 1. Distribution of Respondent Characteristics at the Emergency Department RSHPD

	Number	Percentage (%)
Gender		
Male	145	42.52
Female	196	57.48
	341	100
Age		
< 31 years	192	56.30
31 – 40 years	90	26.39
41 – 50 years	39	11.44
> 50 years	20	5.87
	341	100
Payment Method		
Self-Pay (General)	237	69.50
National Health Insurance (Employment) / BPJS TK	26	7.63
Private Insurance	78	22.87
	341	100

3.2 Outer Model Analysis

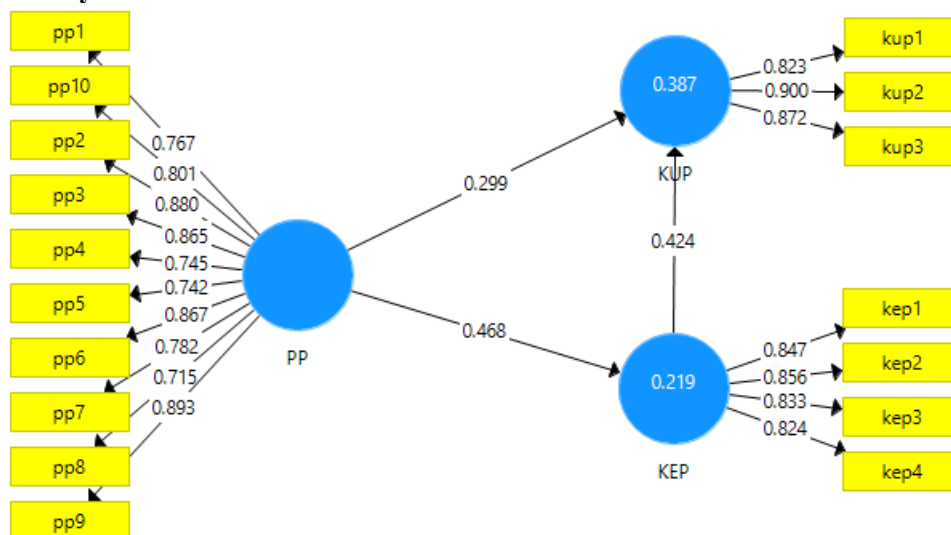


Figure 5. Outer Model

The convergent validity test will show the outer loading values and the average variance extracted (AVE). All outer loading values for each variable are above 0.7, indicating that all items are valid. Next, the AVE values are examined, and all are above 0.5. This indicates that all variables in this study are valid and can proceed to the reliability testing stage.

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Table 2. Outer Loading Value

Patient Experience				Patient Satisfaction		Patient Visits	
PP9	0,893	PP7	0,782	KEP2	0,856	KUP2	0,900
PP2	0,880	PP1	0,767	KEP1	0,847	KUP3	0,872
PP6	0,867	PP4	0,745	KEP3	0,833	KUP1	0,823
PP3	0,865	PP5	0,742	KEP4	0,824		
PP10	0,801	PP8	0,715				

Table 3. Average Variable Extracted (AVE)

Variable	AVE
Patient Experience	0,653
Patient Satisfaction	0,706
Patient Visits	0,749

The purpose of the reliability test is to evaluate the extent to which the items in a questionnaire produce consistent answers over time. Measurement is done using Cronbach's Alpha and Composite Reliability, with values expected to be greater than 0.7. The results show that all variables have a Cronbach's Alpha and Composite Reliability value greater than 0.7. These results indicate that all variables can be used consistently across time periods, which is known as reliability. After conducting convergent validity and reliability tests, discriminant validity tests will be conducted.

Table 4. Reliability Test

Variable	Cronbach's Alpha	Composite Reliability
Patient Experience	0,940	0,949
Patient Satisfaction	0,861	0,905
Patient Visits	0,833	0,899

3.3 Inner Model Analysis

The Inner Model evaluation consisted of R², f² (effect size), Q² (predictive relevance), and hypothesis testing. Based on the R² value, the patient visits construct obtained a value of 0.387, which is categorized as weak. This result indicates that patient experience and patient satisfaction contributed 38.7% to patient visits, while the remaining 61.3% was influenced by other factors not examined in this study. Based on the f² analysis, values above 0.35 are considered to have a large effect size, values between 0.15 and 0.35 indicate a medium effect size, and values between 0.02 and 0.15 indicate a small effect size [38]. The results of this study showed that the effect of patient satisfaction on patient visits had a medium effect size. In addition, the effect of patient experience on patient satisfaction also demonstrated a medium effect size, while the effect of patient experience on patient visits showed a small effect size. Furthermore, the Q² value obtained in this study was 0.278 for the patient visit construct. Since the Q² value was greater than zero, the research model was considered to have good predictive relevance. Hypothesis testing consists of direct and indirect influence tests. Research results are declared significant if the T statistic is greater than or equal to the T table (1.96) and has a P value <0.05. Based on the table 5, it can be seen

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that patient experience has a positive effect on patient visits with an original sample value of 0.299, t statistic of 2.465, p value of 0.014. Patient experience was found to have a positive effect on patient satisfaction with an original sample of 0.468, t statistic of 7.668, p value of 0.000. Patient satisfaction was found to have a positive effect on patient visits with an original sample of 0.424, t statistic of 4.462, p value of 0.000. Patient satisfaction was found to be able to mediate some of the influence of patient experience on patient visits with an original sample of 0.198, t statistic of 4.113, p value of 0.000.

Table 5. Hypothesis Test

Path	β	t-value	p-value	Result
Patient Experience → Patient Visits	0,299	2,465	0,014	Supported
Patient Experience → Patient Satisfaction	0,468	7,668	0,000	Supported
Patient Satisfaction → Patient Visits	0,424	4,462	0,000	Supported
Patient Experience → Patient Satisfaction → Patient Visits	0,198	4,113	0,000	Supported

Discussion

H1 = Patient Experience Based on PREMs Influences Patient Visits

The findings reveal that patient experience has a positive effect on patient visits. This indicates that the better the patient's experience during service, the more likely they are to return and recommend the hospital to others. Patient experience is an important indicator of healthcare quality, formed from all patient interactions throughout the service process (The Beryl Institute, 2024). These results align with research by [32] which shows that patient experience has a positive effect on patient loyalty, and research by [17] which states that patient experience is a driving factor in patient loyalty. Therefore, improving patient experience can be an important strategy in increasing patient loyalty and visits to the hospital.

H2 = Patient Experience Based on PREMs Influences Patient Satisfaction

The analysis shows that patient experience based on PREMs has a positive effect on patient satisfaction. This finding indicates that the better the patient's experience during service, the higher their level of satisfaction. Patient experience reflects perceptions of various aspects of the service they receive directly, thus playing a significant role in shaping their assessment of hospital service quality. These results align with research by [30], which showed that service quality influences patient satisfaction. Furthermore, [22] found that the quality of hospital services and facilities positively influenced patient satisfaction. These findings are also supported by [17], who stated that patient experience is a crucial factor in increasing patient satisfaction. Therefore, improving patient experience through quality service can be an effective strategy for improving patient satisfaction.

H3 = Patient Satisfaction Influences Patient Visits

This study found that patient satisfaction has a positive effect on patient visits. This finding indicates that the higher the level of patient satisfaction, the greater the tendency for patients to make repeat visits and recommend the hospital to others. Patient satisfaction is an important factor in shaping patient loyalty, where satisfied patients tend to have higher trust in the health services they receive. The results of this study are in line with [24] who stated that patients with high levels of satisfaction are more likely to provide positive recommendations and make repeat visits. This finding is also supported by [26], [23], and [17] who showed that patient satisfaction is significantly related to patient loyalty. Therefore, increasing patient satisfaction is an important strategy in increasing patient loyalty and visits to the hospital.

H4 = Patient Experience Based on PREMs Influences Patient Visits Mediated by Patient Satisfaction

The mediation analysis demonstrated that patient satisfaction partially mediates the effect of patient experience on patient visits. This finding indicates that a positive patient experience not only directly increases patient visits but also through increased patient satisfaction. The better the experience perceived by patients during service, the higher the level of satisfaction formed, which ultimately drives revisit intentions and a willingness to

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recommend the hospital to others. These results align with [32] who found that patient experience significantly influences patient loyalty, and [17] who showed that the relationship between patient experience and loyalty is partially mediated by patient satisfaction. Thus, patient satisfaction acts as an important mechanism that strengthens the influence of patient experience on loyalty and patient visits.

Conclusion

This study concludes that patient experience based on Patient-Reported Experience Measures (PREMs) has a positive and significant effect on both patient satisfaction and patient visits. Patients who perceive better experiences during healthcare services tend to report higher levels of satisfaction and a greater intention to revisit and recommend the hospital to others. Patient satisfaction was also found to have a positive effect on patient visits and partially mediate the relationship between patient experience and patient visits. These findings indicate that patient satisfaction serves as an important mechanism through which positive patient experiences translate into increased loyalty and revisit intentions. Overall, the study highlights the importance of enhancing patient experience through responsive services, effective communication, streamlined care processes, and adequate facilities. Improving these aspects may strengthen patient satisfaction and contribute to sustainable growth in patient visits, particularly in emergency department settings.

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